

Hello volunteers,

This newsletter focuses on and discusses:

1. The new Virginia Volunteer Health System (VVHS): <https://www.vamrc.org/vvhs>
2. Volunteer Alerting Response
3. Training and Readiness

VVHS: Whenever change is introduced or implemented, there will be some level of uncertainty, confusion, and disconnect; regretfully, efforts to introduce and implement the new VVHS reaffirmed the above.

As part of an ongoing Virginia MRC cost reduction and capability enhancement initiative (started on 1 July), VVHS operations were shifted to a new vendor who provided additional capabilities and enhancements designed to make the system more user-friendly and efficient. Sadly, the process was not as seamless as anticipated/desired, and the results or corrective actions required may have unintentionally frustrated/alienated some volunteers. Consequently, since 1 July, I have not been faithfully relying on VVHS to contact or connect with our growing number of volunteers.

It now appears that most of the issues that negatively impacted our volunteers have been successfully resolved and I need you to please complete the following action items:

- A. If you have not successfully logged onto/into VVHS since 1 July, please do so at <https://www.vamrc.org/vvhs>
 - a. If you do not remember your password or account User ID please contact me at jim.steil@vdh.virginia.gov or 757-719-1443.
- B. Once you log in/on to VVHS, please verify your account information, credentials and licensure information (as applicable). Please update any information that is outdated or incorrect, and review your electronic records.
 - a. If you are concerned about something that is incorrect or inaccurate and you cannot change, edit or modify the information, please contact me immediately.

Volunteer Alerting Response: Many of you know that I try to limit alert notification e-mails by using established groups, roles, and distribution lists focused on the type of alert or notification, requirements, or information provided (for example, once you complete IS-100 there is no need to keep telling you when we are conducting IS-100 courses). The principle reason that I use the alerting and alert response process is that this process provides a means for me to share information and then prepare for/and respond to volunteer availability or unavailability. A professionally embarrassing, negative side effect of the new VVHS implementation has been a substantial decline in volunteer alerting response. We (collectively) need to resolve this decline in responses. Please do your part in responding to alert notifications! If you need assistance in understand how to responds please contact me immediately at jim.steil@vdh.virginia.gov or 757-719-1443.

Training and Readiness: Not having a consistently reliable system and process (since 1 July) to inform and advise our volunteers has also negatively impacted our ability to successfully schedule and conduct training and readiness. Instead of adding to the confusion and chaos, I opted to reduce the amount of summer training and readiness events which we would traditionally would have participated in over the last 3 months; instead I focused on a much smaller number of event and volunteer recruitment.

As of today, we have 161 registered volunteers (I am additionally working 7 new volunteers). This is the highest number of registered and processed volunteers that we have ever had on our roles!

In closing, I ask that you please take a minute or two and think about what you have done to personally enhance your preparedness and collectively how your efforts are increasing community resiliency?

Eleven years ago today our MRC unit was founded – yes today is our unit's birthday. Today we should reflect on our accomplishments and look forward to new challenges. We could not have gotten to where we are today with you, nor can we tackle new challenges without you! I applaud your tenacity, your drive, your enthusiasm and your commitment to be part of some important. Thanks you for your continued engagement!

Thanks for all that you do.

S/ Jim